Full Visibility

Complete chain of consignment tracking and paperless proof of delivery

DHL FREIGHT

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Introduction

Dear “Active Tracing” user,

We wish to provide you with useful information about our new Tracking & Tracing system, the “Active Tracing” (myACT).

In particular, we would like to inform you on how to

- log in to “Active Tracing”,
- look up consignments with myACT,
- set up your personal profile.

Using “Active Tracing” with your personal profile can make your consignment search even more efficient and easy. In addition to this manual more information can be found online in the myACT help pages or with a demo user account.

For optimal use of “Active Tracing” Java script should preferably be activated on your computer.

The pages display one or more of the icons at the top right section as shown below:

Online help

Download Excel file

Column configuration

The column configuration can generally be used for all consignment lists but will, in the individual case, only be effective for the current list under review.

Yours sincerely,

The E-Business Team

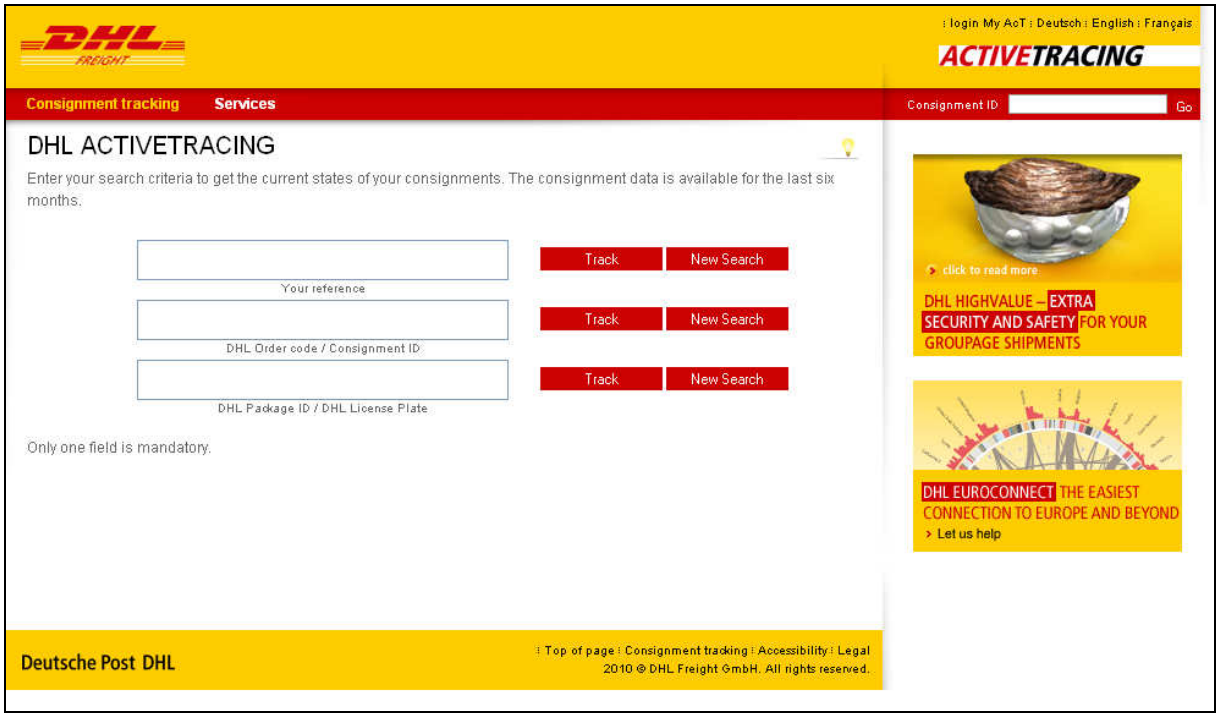
1. Access

When you enter the following URL your browser will lead you to our Track & Trace front page.

Our pages are available in English, French and German.

https://activetracing.dhl.com

Click on “login myACT” at the top right corner to go to the “Login” page.


: login My AoT : Deutsch : English : Français
ACTIVETRACING
Consignment tracking
Services
Consignment ID
Go
DHL ACTIVETRACING
Enter your search criteria to get the current states of your consignments. The consignment data is available for the last six months.
Track
New Search
Your reference
Track
New Search
DHL Order code / Consignment ID
Track
New Search
DHL Package ID / DHL License Plate
Only one field is mandatory.
click to read more
DHL HIGHVALUE – EXTRA SECURITY AND SAFETY FOR YOUR GROUPAGE SHIPMENTS
DHL EUROCONNECT THE EASIEST CONNECTION TO EUROPE AND BEYOND
> Let us help
Deutsche Post DHL
: Top of page : Consignment tracking : Accessibility : Legal
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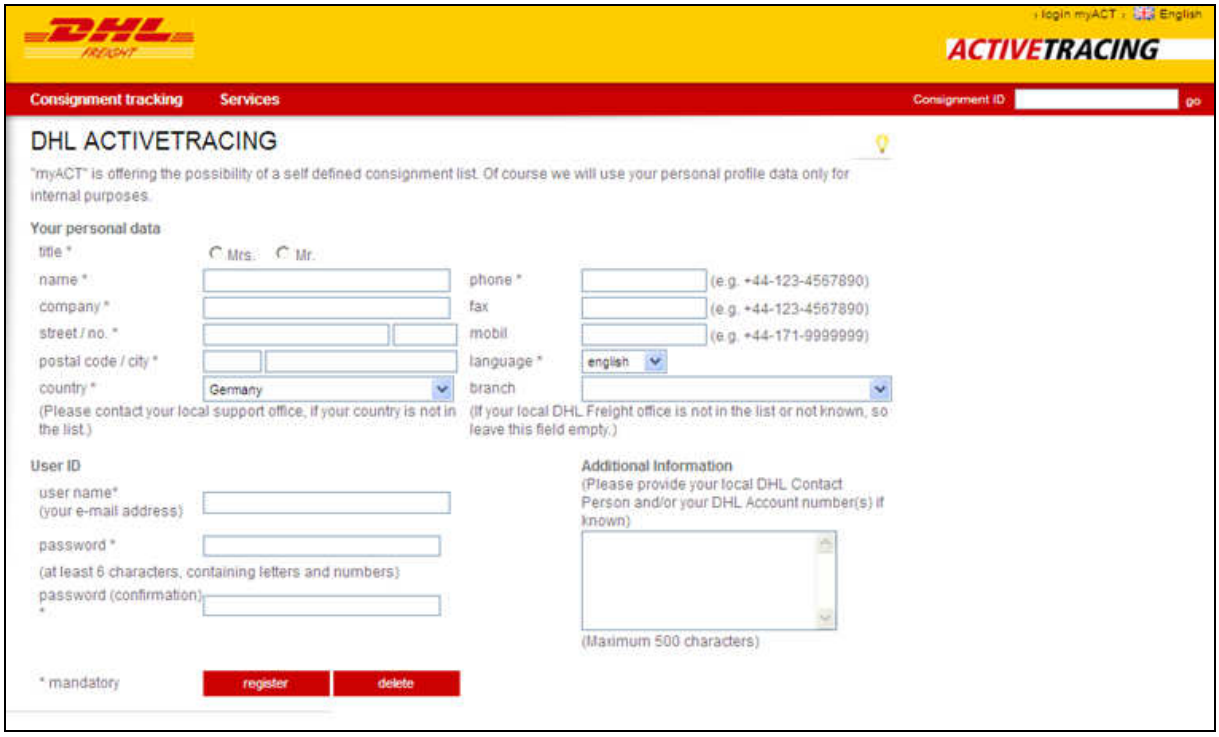
2. Registration

With a myACT login for Active Tracing you have immediate visibility of all of your shipments, and can have additional options not accessible via the public Internet application.

To register, first choose “login myACT” from the top right corner of the screen, and then click on the option “registration myACT”.



When the above screen appears, fill in your address and contact information. All fields marked with an asterisk (*) are mandatory fields. Enter your selected user name (which could be your e-mail address) and select a password. The password must have a minimum of six characters, containing letters and numbers. The password is case-sensitive, which means that small and capital letters need to be observed. You have to repeat the password to double-check that no typing errors are made. To set up Active Tracing correctly it is necessary to have your company details (name, address, e-mail, etc.).

The language can be pre-defined to be English, French or German via the drop-down menu in the centre of the page or by clicking on the respective language field at the top right corner of the page. The current page will then be reloaded in the selected language version.

Please note that when you select the language via the drop-down menu in the centre of the page the change will be saved in your user profile and each time you log in the texts will appear in the language selected by you.

When you select the language by clicking on the respective language field at the top right corner of the page, this will only be valid for the current session and the next time you log in the pages will appear in the language version of your user profile.

After you have completed your entries and found them to be correct, click on “Register”. If you want to change your entries before having clicked on “Register” you can click the “delete” button and the entries will be cancelled, so that you can enter your details again.

Once you have clicked the “Register” button, it is no longer possible to click the “delete” button for altering the entries, because your details have already been stored in the system. In such case you must alter your Active Tracing profile. See details in section 8 “myACT profile”.

After having clicked on the “Register” button, a new page will appear containing the details you have entered and informing you, in red script at the bottom of the page, that your registration has been saved in the system.

The registration is processed by the DHL Service Desk who will send you an e-mail informing you of the activation. After having received this e-mail you can log in with your user name and password.

For the usage of myACT you need a DHL account number, our Service Desk will configure your account number(s) regarding your contact details.

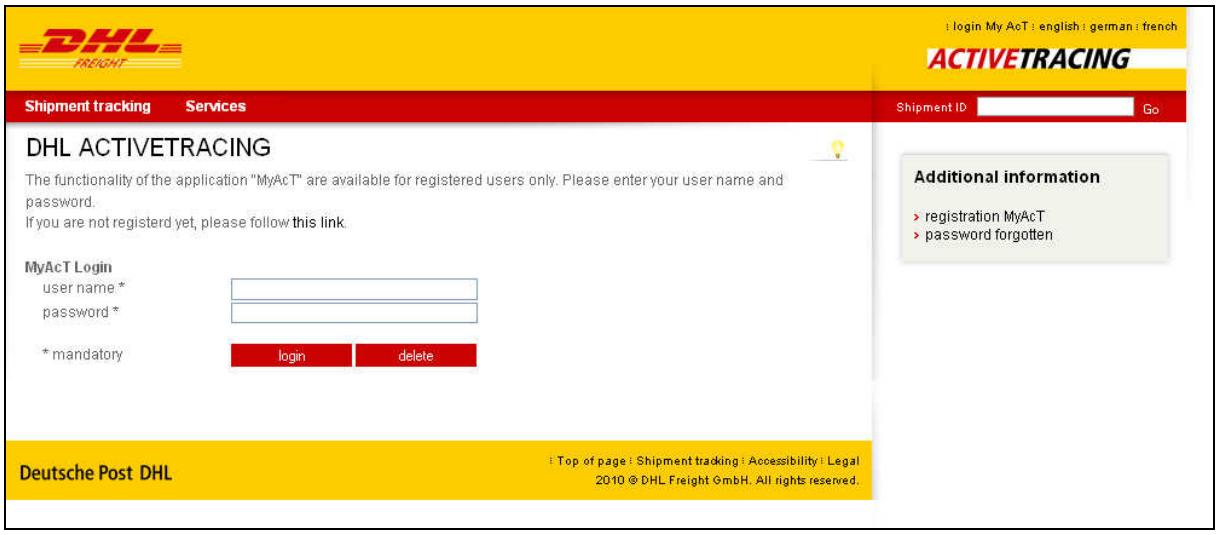
Only business customers will have such an account number, due to this myACT is not available for end customers.

3. Login

After having clicked on the field “login myACT” on the front page, the “Login” page will appear.

The “Login” page is the gateway to “Active Tracing”. You can log in with your user name and your password. If you still need to register (see below) the login function will be available to you immediately after your account is activated. Once you have pressed the button “Login” you will be carried forward to the “Consignment search” page.

For registration click on the “registration myACT” field and the “Registration” will open.


login My AcT : english : german : french
ACTIVETRACING
Shipment tracking
Services
Shipment ID
Go
DHL ACTIVETRACING
The functionality of the application "MyAcT" are available for registered users only. Please enter your user name and password.
If you are not registerd yet, please follow this link.
MyAcT Login
user name *
password *
* mandatory
login
delete
Additional information
registration MyAcT
password forgotten
Deutsche Post DHL
Top of page : Shipment tracking : Accessibility : Legal
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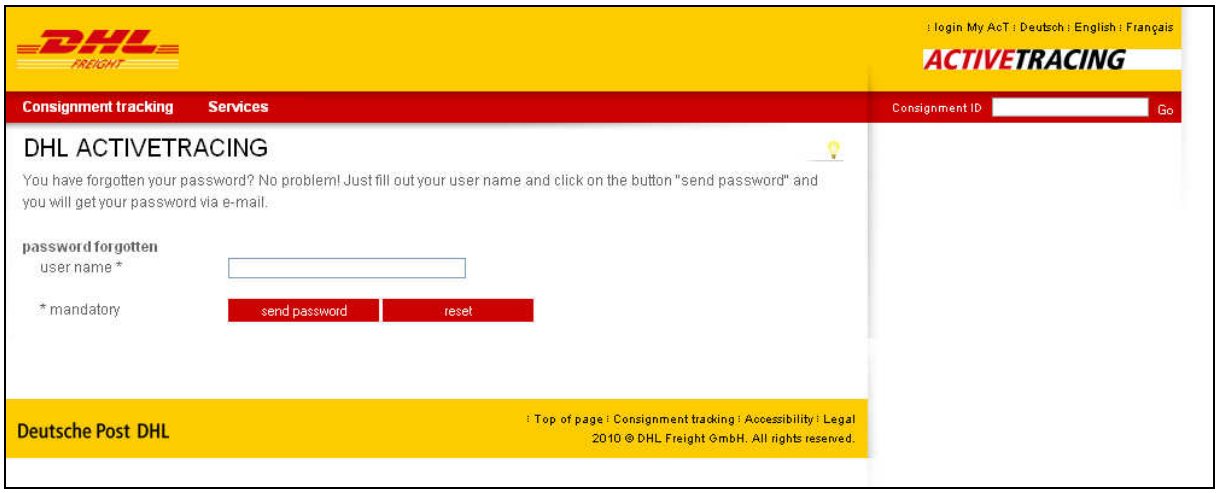
Should you have forgotten your password, click on the “password forgotten” field and the page shown below will appear.


login My AcT | Deutsch | English | Français
ACTIVETRACING
Consignment tracking
Services
Consignment ID
Go
DHL ACTIVETRACING
You have forgotten your password? No problem! Just fill out your user name and click on the button "send password" and you will get your password via e-mail.
password forgotten
user name *
* mandatory
send password
reset
Deutsche Post DHL
Top of page | Consignment tracking | Accessibility | Legal
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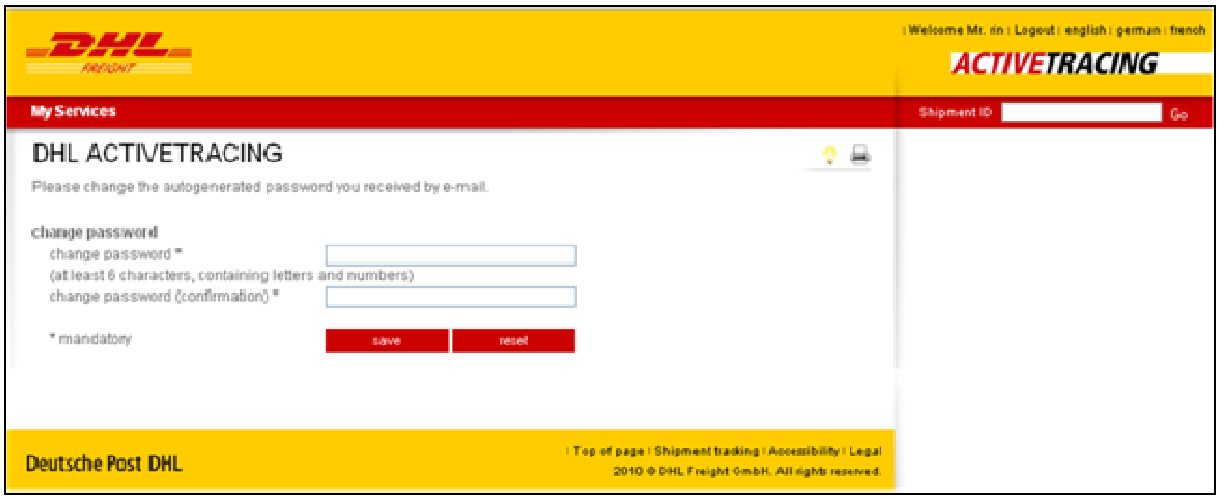
Enter your user name and click on the button “send password” and the password will be sent by e-mail to the e-mail address registered in your profile. This is a temporary password.

After logging in with the temporary password the following screen will appear requesting you to change this password. The new password must have at least six characters, containing letters and numbers. Please note that the password is case-sensitive, meaning that small and capital letters need to be observed. You have to repeat the new password to double-check that no typing errors are made.


Welcome Mr. /in | Logout | english | german | french
ACTIVETRACING
My Services
Shipment ID
Go
DHL ACTIVETRACING
Please change the autogenerated password you received by e-mail.
change password
change password *
(at least 6 characters, containing letters and numbers)
change password (confirmation) *
* mandatory
save
reset
Deutsche Post DHL
Top of page | Shipment tracking | Accessibility | Legal
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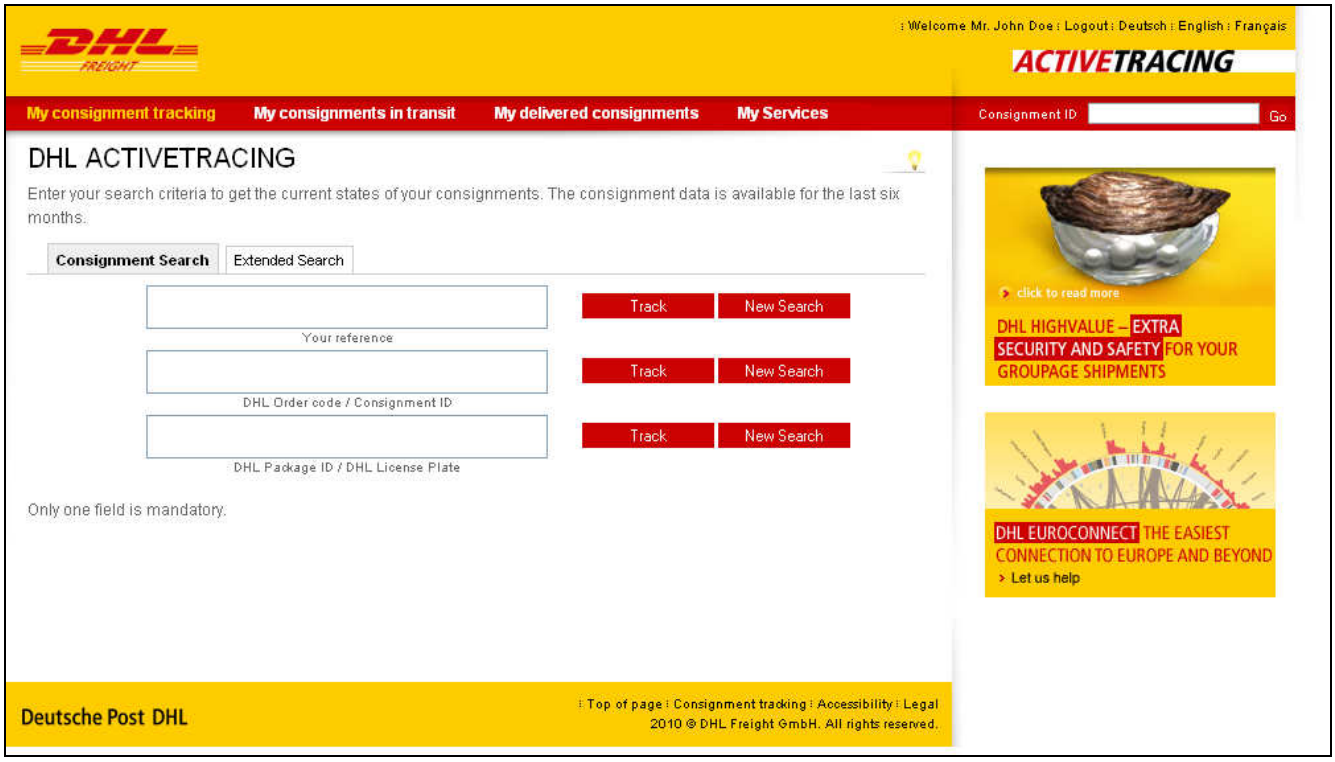
4. Consignment Search

After you have successfully logged in the following page will appear.


Welcome Mr. John Doe | Logout | Deutsch | English | Français
ACTIVETRACING
My consignment tracking
My consignments in transit
My delivered consignments
My Services
Consignment ID
Go
DHL ACTIVETRACING
Enter your search criteria to get the current states of your consignments. The consignment data is available for the last six months.
Consignment Search
Extended Search
Track
New Search
Your reference
Track
New Search
DHL Order code / Consignment ID
Track
New Search
DHL Package ID / DHL License Plate
Only one field is mandatory.
click to read more
DHL HIGHVALUE – EXTRA SECURITY AND SAFETY FOR YOUR GROUPAGE SHIPMENTS
DHL EUROCONNECT THE EASIEST CONNECTION TO EUROPE AND BEYOND
> Let us help
Deutsche Post DHL
Top of page | Consignment tracking | Accessibility | Legal
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There are four different ways of entering consignment specifics in this page. Select one of the four possibilities.

In the field “Consignment ID” on the right side of the red tool bar at the top of the page you can enter the Order Code / Consignment ID or Package ID / License Plate. Click on the field “go”. After a successful search you are immediately carried forward to the consignment details.

In the field “Your reference” you can enter the reference. Click on the field “track” and after a successful search you are shown the consignment list. This list contains only consignments with your account number(s).

In the field “DHL Order code / Consignment ID” you can enter the DHL Order code / Consignment ID. Click on the field “track”. After a successful search you are immediately carried forward to the consignment details.

In the field “Package ID / DHL License Plate” you can enter the Package ID / DHL License Plate. Click on the field “track”. After a successful search you are immediately carried forward to the consignment details.

The consignment identification number (Consignment ID) is always unique.

The Reference was assigned by you to the consignment and may not exceed 35 characters.

The DHL Order Code / Consignment ID is allocated by the DHL Transport Management System.

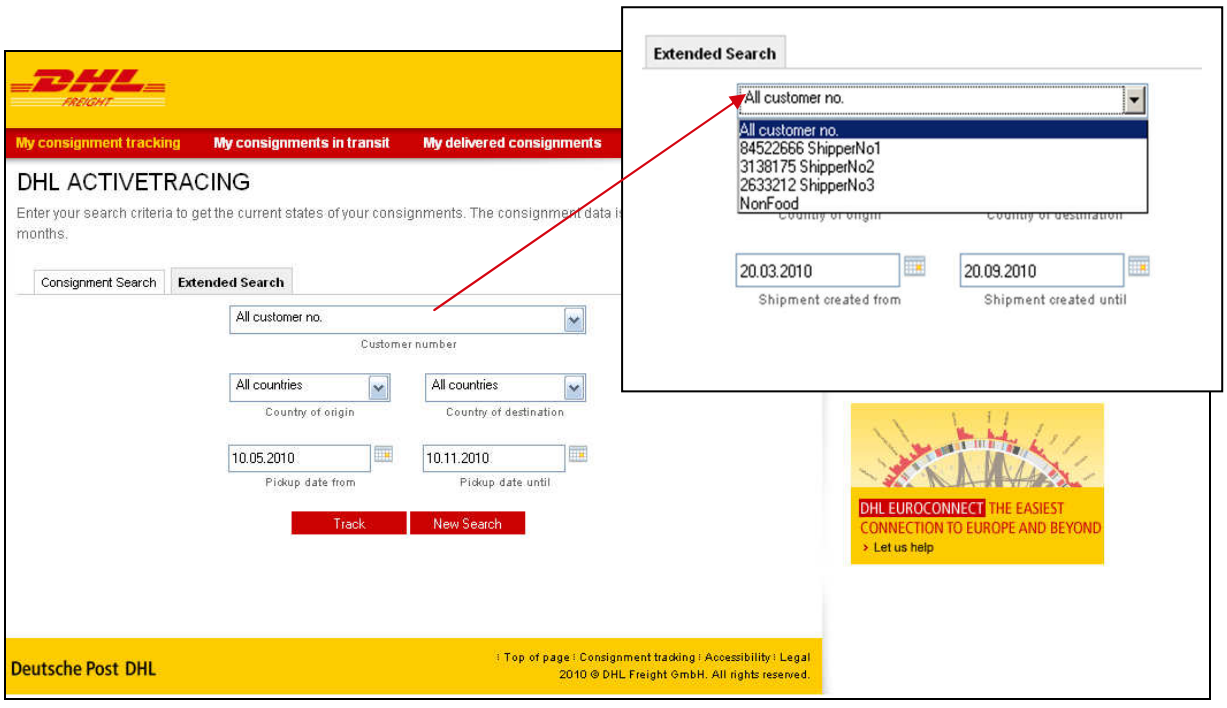
A consignment may consist of more packages than one. Each package is given a Package ID / License Plate.

With the extended search (see page shown below) you can search for multiple consignments over a period of time according to your own search criteria entered manually or by way the drop-down menus. Enter the dates manually (DD/MM/YYYY) or use the calendar function (click on the small fields to the right of the calendar boxes).

In the drop-down menu “All customer no.” you can use the pre-set selection for all customer numbers, where the search will be undertaken for all customer numbers.

To narrow down your search, you can use the drop-down function and select only one customer number for your search.

There is also the possibility of “grouping” customer numbers according to specific search criteria (as the ‘NonFood’ item in the example display below). Please note this grouping can only be done by DHL.



With Active Tracing you do not need to fill in your customer number because it has already been allocated by DHL when setting up the user profile. It can be selected via the drop-down menu.

The countries of origin and destination are also selected from the drop-down menus.

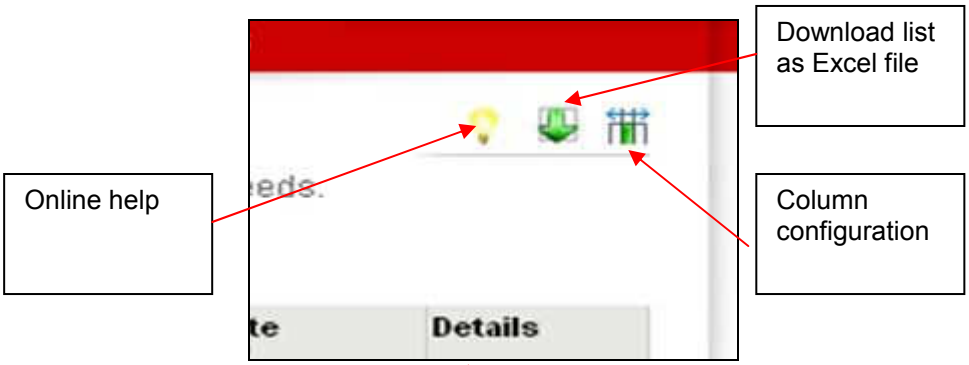
The pick-up dates (from – until) can be entered manually or by using the calendar.

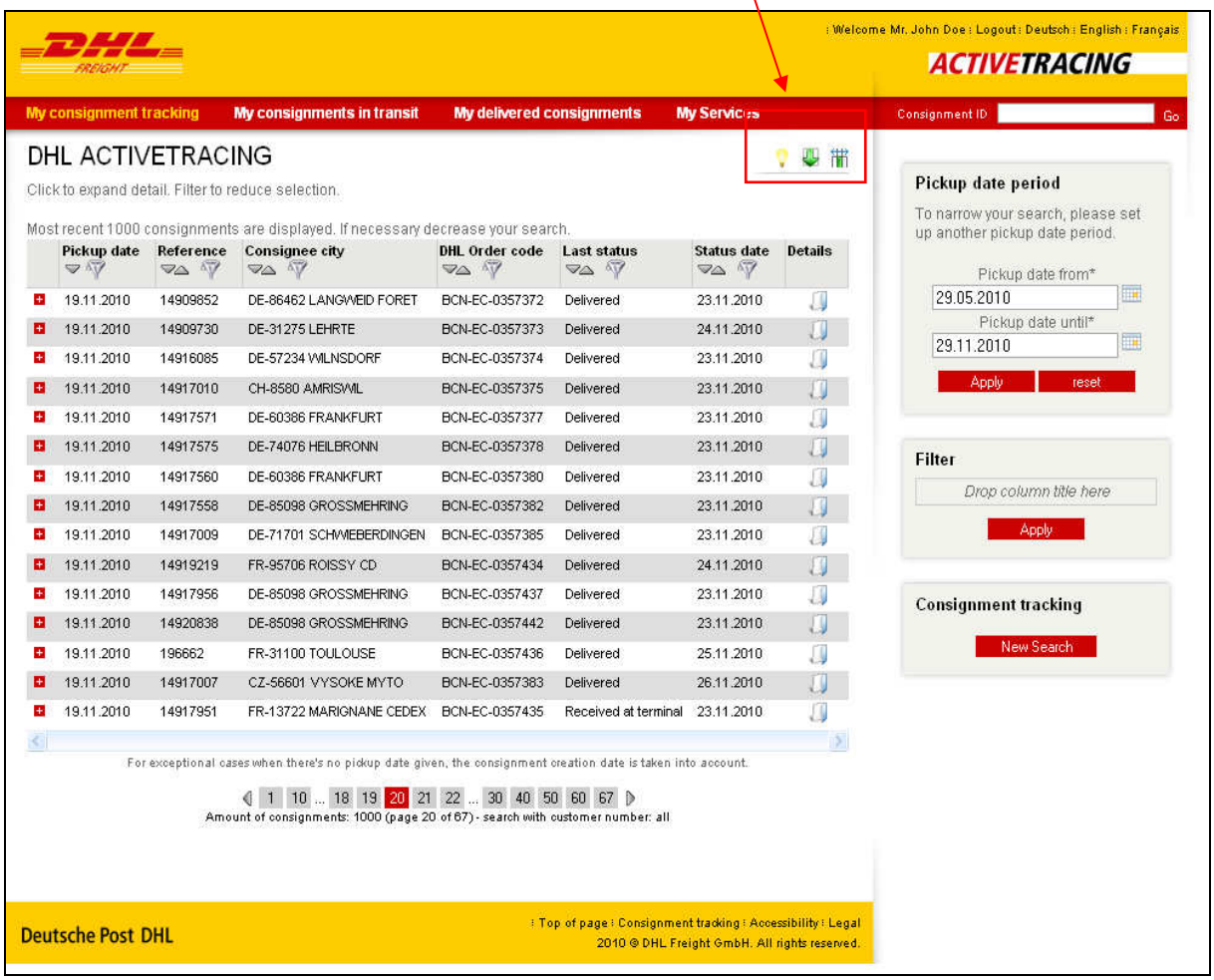
Please note that DHL store consignment data for a period of six months.

5. Consignment list

As an initial search result the consignment list will be shown.

Click on the icons at the top right corner of the list for the following:




Welcome Mr. John Doe | Logout | Deutsch | English | Français
ACTIVETRACING
My consignment tracking
My consignments in transit
My delivered consignments
My Services
Consignment ID
Go
DHL ACTIVETRACING
Click to expand detail. Filter to reduce selection.
Most recent 1000 consignments are displayed. If necessary decrease your search.
Pickup date | Reference | Consignee city | DHL Order code | Last status | Status date | Details
19.11.2010 | 14909852 | DE-86462 LANGWEID FORET | BCN-EC-0357372 | Delivered | 23.11.2010
19.11.2010 | 14909730 | DE-31275 LEHRTE | BCN-EC-0357373 | Delivered | 24.11.2010
19.11.2010 | 14916085 | DE-57234 WILNSDORF | BCN-EC-0357374 | Delivered | 23.11.2010
19.11.2010 | 14917010 | CH-8580 AMRISWIL | BCN-EC-0357375 | Delivered | 23.11.2010
19.11.2010 | 14917571 | DE-60386 FRANKFURT | BCN-EC-0357377 | Delivered | 23.11.2010
19.11.2010 | 14917575 | DE-74076 HEILBRONN | BCN-EC-0357378 | Delivered | 23.11.2010
19.11.2010 | 14917560 | DE-60386 FRANKFURT | BCN-EC-0357380 | Delivered | 23.11.2010
19.11.2010 | 14917558 | DE-85098 GROSSMEHRING | BCN-EC-0357382 | Delivered | 23.11.2010
19.11.2010 | 14917009 | DE-71701 SCHWIEBERDINGEN | BCN-EC-0357385 | Delivered | 23.11.2010
19.11.2010 | 14919219 | FR-95706 ROISSY CD | BCN-EC-0357434 | Delivered | 24.11.2010
19.11.2010 | 14917956 | DE-85098 GROSSMEHRING | BCN-EC-0357437 | Delivered | 23.11.2010
19.11.2010 | 14920838 | DE-85098 GROSSMEHRING | BCN-EC-0357442 | Delivered | 23.11.2010
19.11.2010 | 196662 | FR-31100 TOULOUSE | BCN-EC-0357436 | Delivered | 25.11.2010
19.11.2010 | 14917007 | CZ-56601 VYSOKE MYTO | BCN-EC-0357383 | Delivered | 26.11.2010
19.11.2010 | 14917951 | FR-13722 MARIGNANE CEDEX | BCN-EC-0357435 | Received at terminal | 23.11.2010
For exceptional cases when there's no pickup date given, the consignment creation date is taken into account.
1 10 ... 18 19 20 21 22 ... 30 40 50 60 67
Amount of consignments: 1000 (page 20 of 67) - search with customer number: all
Pickup date period
To narrow your search, please set up another pickup date period.
Pickup date from*
29.05.2010
Pickup date until*
29.11.2010
Apply
reset
Filter
Drop column title here
Apply
Consignment tracking
New Search
Deutsche Post DHL
Top of page | Consignment tracking | Accessibility | Legal
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This page is always displayed when more than one consignment fit your search criteria. Here you have the following handling options:

- **Consignment details:** When you click on the order code or the “Consignment details” icon to the far-right of the respective consignment you will automatically be carried forward to the consignment details page. Here you can gather further information, such as the status history & POD if available.

- **Forward/backward:** With the buttons “next page” and “previous page” you can navigate through the consignments that fit your search criteria.

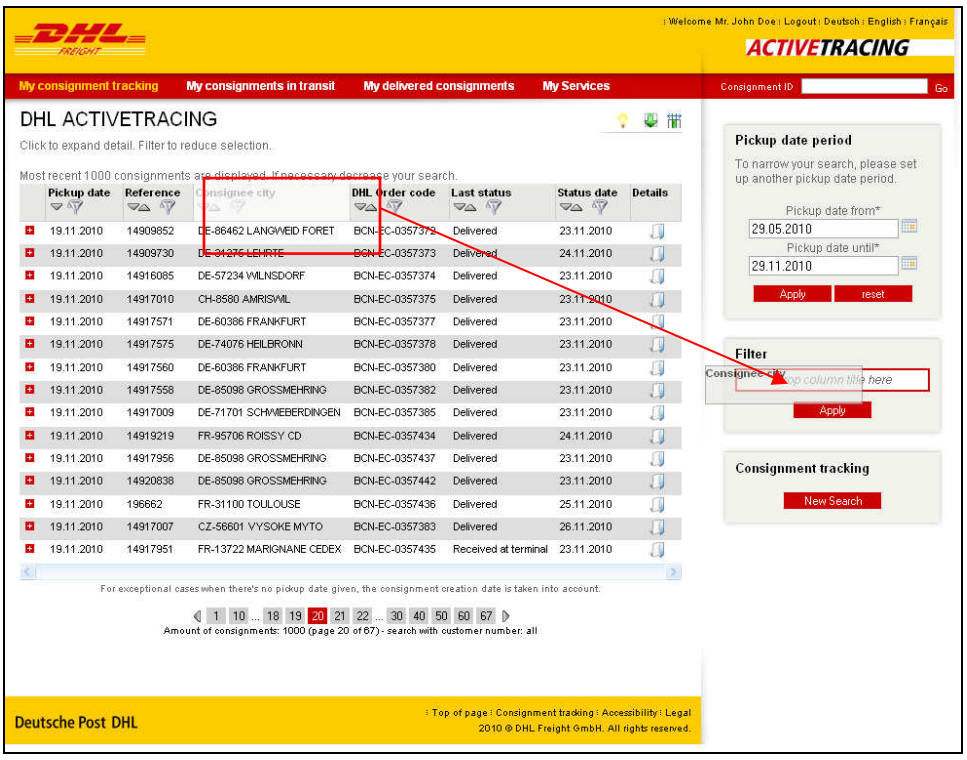
- **Sort:** By clicking on the headers of each column you can sort the content of the whole table by each field in ascending or descending order. Initially the table is sorted in descending order by the pick-up date.

  This is the sort icon:

- **Filter:** To reduce the number of consignments you can set the filter below each header.

  This is the filter icon:

  You can drag one or more column headers into the respective field at the bottom right of the page.


Welcome Mr. John Doe | Logout | Deutsch | English | Français
ACTIVETRACING
My consignment tracking
My consignments in transit
My delivered consignments
My Services
Consignment ID
Go
DHL ACTIVETRACING
Click to expand detail. Filter to reduce selection.
Most recent 1000 consignments are displayed. If necessary decrease your search.
Pickup date
Reference
Consignee city
DHL Order code
Last status
Status date
Details
19.11.2010 14909852 DE-86462 LANGWEID FORET BCN-EC-0357372 Delivered 23.11.2010
19.11.2010 14909730 DE-31275 LEHRTE BCN-EC-0357373 Delivered 24.11.2010
19.11.2010 14916085 DE-57234 WILNSDORF BCN-EC-0357374 Delivered 23.11.2010
19.11.2010 14917010 CH-8580 AMRISWIL BCN-EC-0357375 Delivered 23.11.2010
19.11.2010 14917571 DE-60386 FRANKFURT BCN-EC-0357377 Delivered 23.11.2010
19.11.2010 14917575 DE-74076 HEILBRONN BCN-EC-0357378 Delivered 23.11.2010
19.11.2010 14917560 DE-60386 FRANKFURT BCN-EC-0357380 Delivered 23.11.2010
19.11.2010 14917558 DE-85098 GROSSMEHRING BCN-EC-0357382 Delivered 23.11.2010
19.11.2010 14917009 DE-71701 SCHWIEBERDINGEN BCN-EC-0357385 Delivered 23.11.2010
19.11.2010 14919219 FR-95706 ROISSY CD BCN-EC-0357434 Delivered 24.11.2010
19.11.2010 14917956 DE-85098 GROSSMEHRING BCN-EC-0357437 Delivered 23.11.2010
19.11.2010 14920838 DE-85098 GROSSMEHRING BCN-EC-0357442 Delivered 23.11.2010
19.11.2010 196662 FR-31100 TOULOUSE BCN-EC-0357436 Delivered 25.11.2010
19.11.2010 14917007 CZ-56601 VYSOKE MYTO BCN-EC-0357383 Delivered 26.11.2010
19.11.2010 14917951 FR-13722 MARIGNANE CEDEX BCN-EC-0357435 Received at terminal 23.11.2010
For exceptional cases when there's no pickup date given, the consignment creation date is taken into account.
1 10 ... 18 19 20 21 22 ... 30 40 50 60 67
Amount of consignments: 1000 (page 20 of 67) - search with customer number: all
Pickup date period
To narrow your search, please set up another pickup date period.
Pickup date from*
29.05.2010
Pickup date until*
29.11.2010
Apply
reset
Filter
Consignee city
Drop column title here
Apply
Consignment tracking
New Search
Deutsche Post DHL
Top of page | Consignment tracking | Accessibility | Legal
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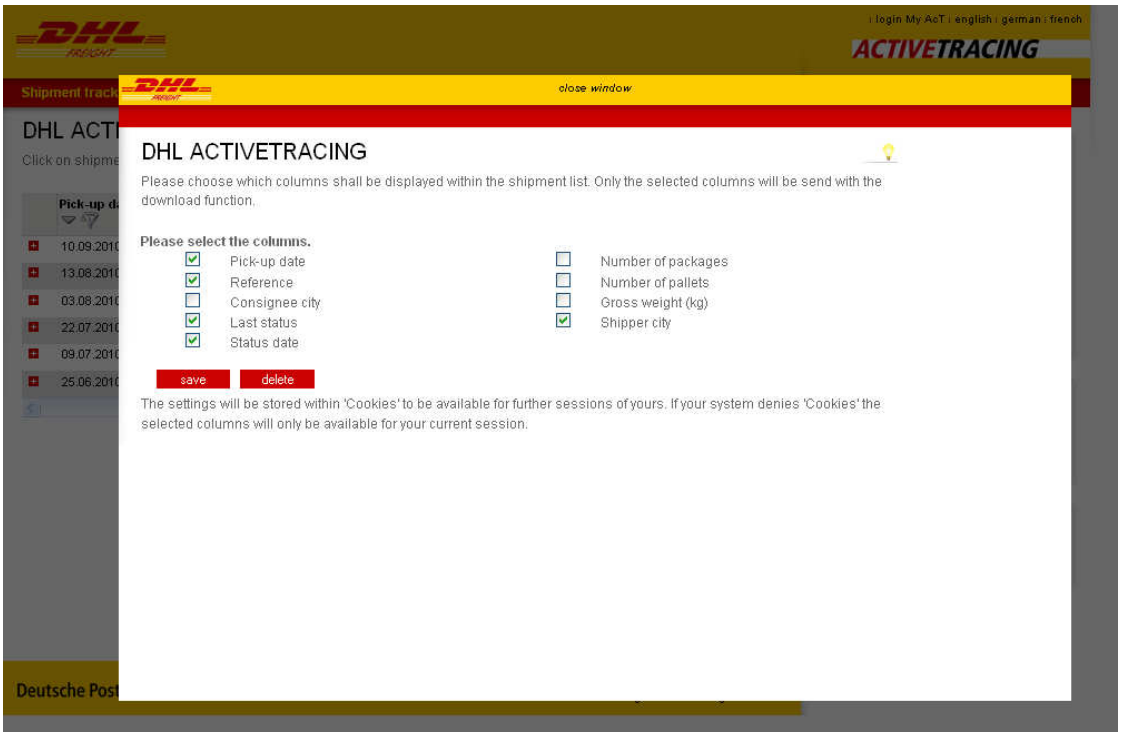
- **Column configuration:** You can reduce or extend the number of fields displayed (e.g. status, date, shipper city) by clicking on the icon “column configuration”. The following window will appear in which you can select the columns which you would like to have displayed in a revised consignment list.


ACTIVETRACING
close window
DHL ACTIVETRACING
Please choose which columns shall be displayed within the shipment list. Only the selected columns will be send with the download function.
Please select the columns.
Pick-up date
Reference
Consignee city
Last status
Status date
Number of packages
Number of pallets
Gross weight (kg)
Shipper city
save
delete
The settings will be stored within 'Cookies' to be available for further sessions of yours. If your system denies 'Cookies' the selected columns will only be available for your current session.

- **Download:** The icon “download” at the top right corner of the consignment list enables you to download the current consignment list in Excel format to work with on your own computer.

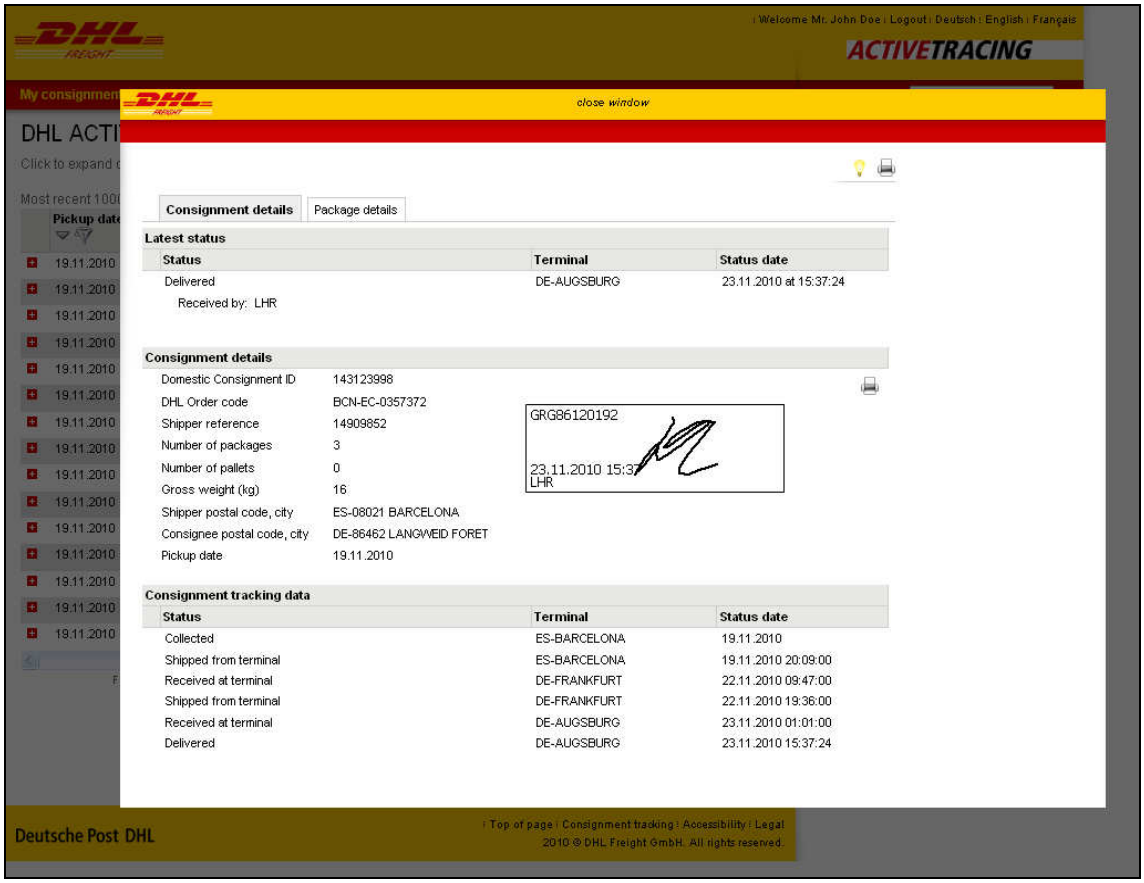
- **Quickinfo:** By clicking the + sign in the first column of the respective line on the list you are shown the “quickinfo” displaying the number of packages, number of pallets, gross weight, shipper city and consignee city. To hide the display click on the – sign.

- **Narrowing results:** If your search has retrieved too many results you can narrow down the results by narrowing down the period of the recording of the order.

- **New Search:** If you want to start a new search, you can click the respective field in the bottom right corner of the consignment list and start a new search.

6. Consignment details

From the consignment list, by clicking the “Consignment Details” icon, or on the DHL Order Code, a screen will be displayed showing more consignment and tracking details:



This screen provides the following:

- **Latest status** provides visibility of the current status of your consignment, showing terminal name, and date/time of event. When your consignment has been delivered, the name of the recipient will also be visible here.

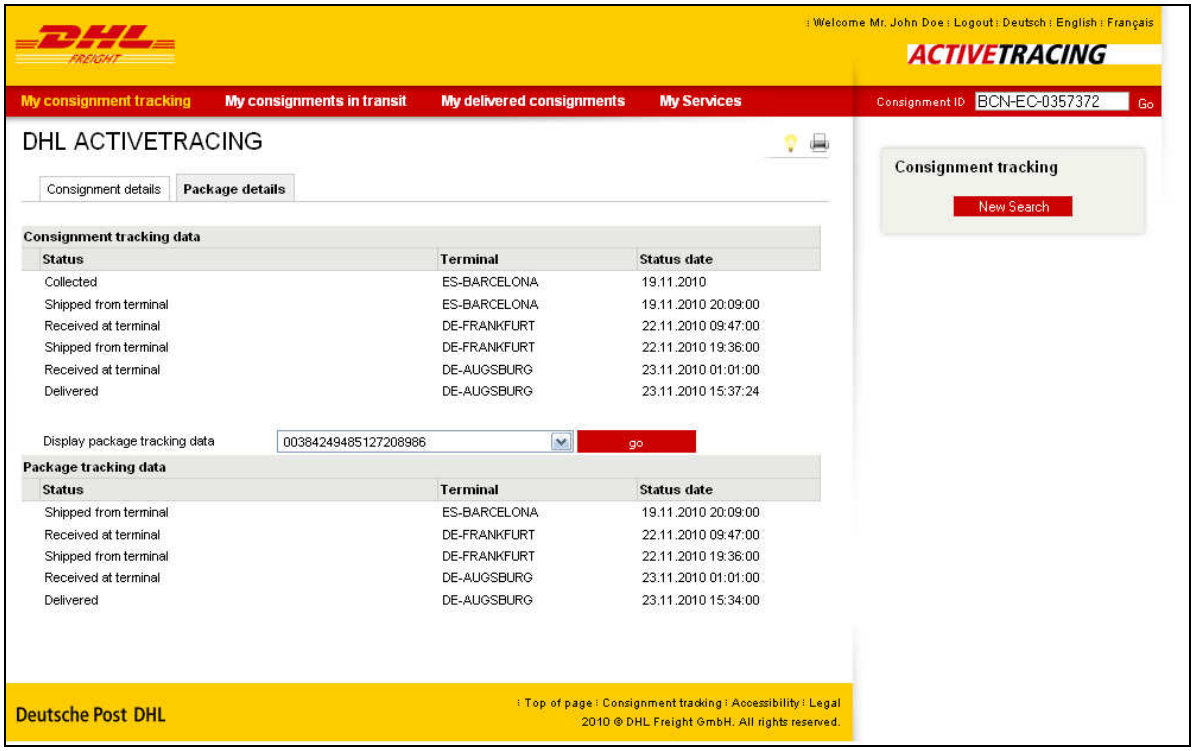
- **Consignment details** such as the number of packages and pallets, weight, location of shipper and consignee are listed. The consignment number and order code are also indicated here - these are often necessary to communicate with our terminals.

- **Consignment tracking data** shows the status history with dates, times, and terminal / location of each tracking event. This information lets you know which terminal was responsible for which status information. By clicking on terminal name an extra window will open with the details (address, telephone number) of the terminal for further requests.

- **Proof-Of-Delivery**, if available, will be displayed as a small preview image. If you click on this POD/signature image the full size POD will be shown in a new window. Alternatively, if you click on the printer icon “ePOD printable version” next to the small POD image (only visible if an ePOD is available) you will have the option to open or save the POD as a PDF file.

If you click on the printer icon “printable version” at the top of the page you have the option to open/save/print a PDF with all information displayed on screen, including the POD/digital signature, if available.

In addition to this you have the option to get a package list of a consignment, and the package-level tracking history. If you click on the tab “Package details” the following screen will be displayed, where you can select each package ID to see extended package tracking data:


Welcome Mr. John Doe | Logout | Deutsch | English | Français
ACTIVETRACING
My consignment tracking
My consignments in transit
My delivered consignments
My Services
Consignment ID BCN-EC-0357372 Go
DHL ACTIVETRACING
Consignment details
Package details
Consignment tracking data
Status Terminal Status date
Collected ES-BARCELONA 19.11.2010
Shipped from terminal ES-BARCELONA 19.11.2010 20:09:00
Received at terminal DE-FRANKFURT 22.11.2010 09:47:00
Shipped from terminal DE-FRANKFURT 22.11.2010 19:36:00
Received at terminal DE-AUGSBURG 23.11.2010 01:01:00
Delivered DE-AUGSBURG 23.11.2010 15:37:24
Display package tracking data
00384249485127208986
go
Package tracking data
Status Terminal Status date
Shipped from terminal ES-BARCELONA 19.11.2010 20:09:00
Received at terminal DE-FRANKFURT 22.11.2010 09:47:00
Shipped from terminal DE-FRANKFURT 22.11.2010 19:36:00
Received at terminal DE-AUGSBURG 23.11.2010 01:01:00
Delivered DE-AUGSBURG 23.11.2010 15:34:00
Consignment tracking
New Search
Deutsche Post DHL
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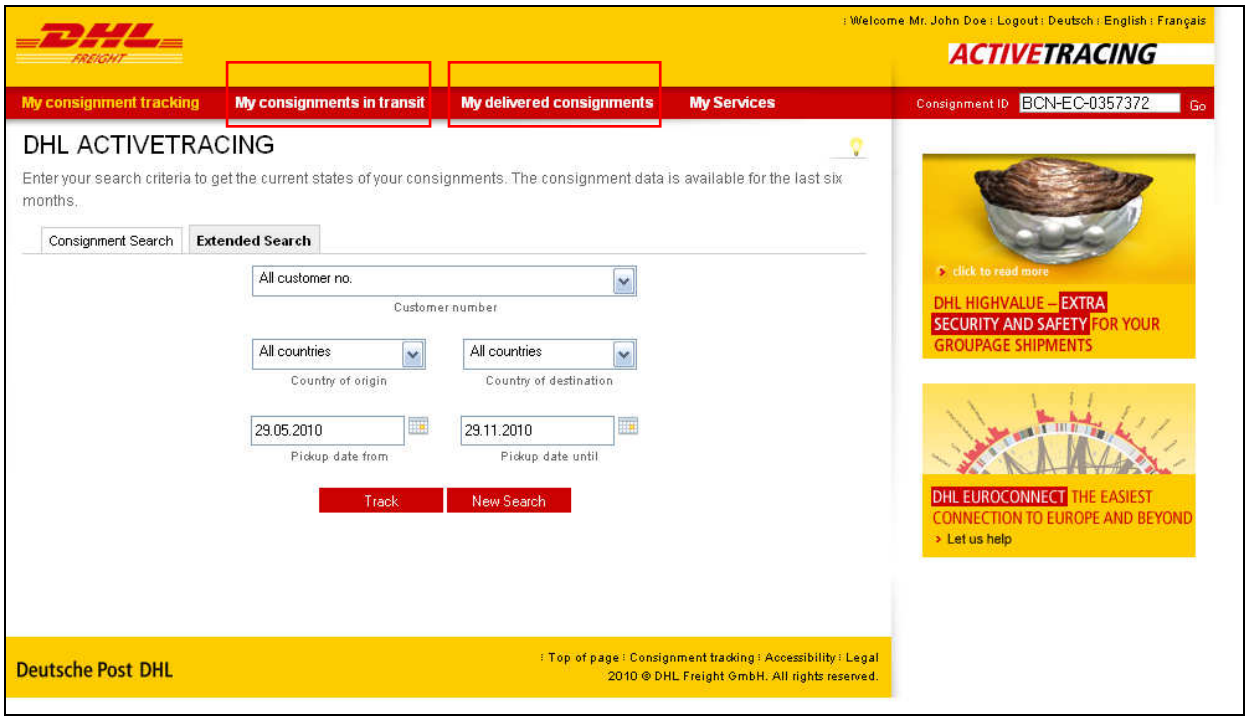
7. Pre-configured reports

It is possible to run two pre-configured reports called “My consignments in transit” and “My delivered consignments”, by clicking on the respective fields in the red toolbar at top of page:


Welcome Mr. John Doe | Logout | Deutsch | English | Français
ACTIVETRACING
My consignment tracking
My consignments in transit
My delivered consignments
My Services
Consignment ID
BCN-EC-0357372
Go
DHL ACTIVETRACING
Enter your search criteria to get the current states of your consignments. The consignment data is available for the last six months.
Consignment Search
Extended Search
All customer no.
Customer number
All countries
Country of origin
All countries
Country of destination
29.05.2010
Pickup date from
29.11.2010
Pickup date until
Track
New Search
click to read more
DHL HIGHVALUE – EXTRA SECURITY AND SAFETY FOR YOUR GROUPAGE SHIPMENTS
DHL EUROCONNECT THE EASIEST CONNECTION TO EUROPE AND BEYOND
Let us help
Deutsche Post DHL
Top of page | Consignment tracking | Accessibility | Legal
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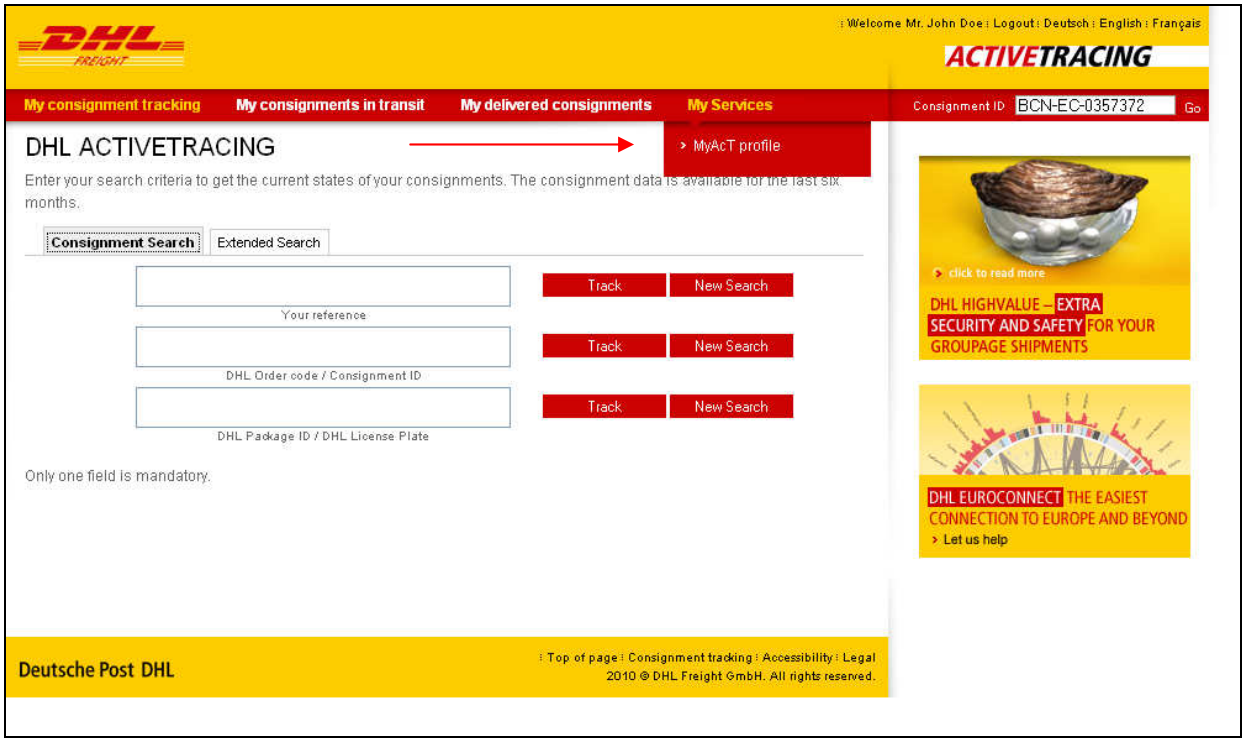
The report “My consignments in transit” will display a consignment list of all your shipments not yet with a status Delivered. Similarly, the report “My delivered consignments” a consignment list of all your delivered shipments should be available.

As described in Section 5 “Consignment List” the results of these reports can then be filtered, or downloaded to Excel.

8. myACT profile

You can retrieve your personal profile after logging in.

After clicking on the item “my Services” in the red toolbar a drop-down list will appear from which you need to select “MyACT profile”.


: Welcome Mr. John Doe : Logout : Deutsch : English : Français
ACTIVETRACING
My consignment tracking
My consignments in transit
My delivered consignments
My Services
Consignment ID
BCN-EC-0357372
Go
DHL ACTIVETRACING
› MyAcT profile
Enter your search criteria to get the current states of your consignments. The consignment data is available for the last six months.
Consignment Search
Extended Search
Track
New Search
Your reference
DHL Order code / Consignment ID
DHL Package ID / DHL License Plate
Only one field is mandatory.
click to read more
DHL HIGHVALUE – EXTRA SECURITY AND SAFETY FOR YOUR GROUPAGE SHIPMENTS
DHL EUROCONNECT THE EASIEST CONNECTION TO EUROPE AND BEYOND
› Let us help
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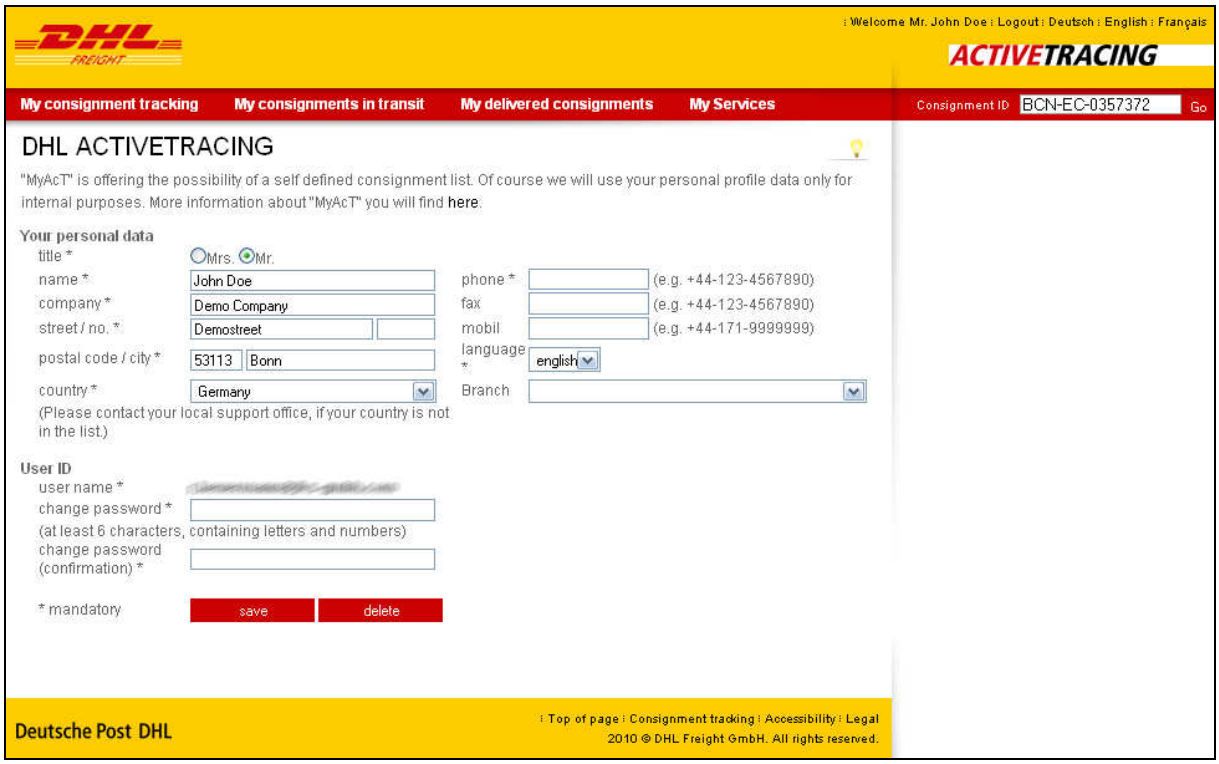
After having clicked on “myACT profile” the following page will open:


Welcome Mr. John Doe | Logout | Deutsch | English | Français
ACTIVETRACING
My consignment tracking
My consignments in transit
My delivered consignments
My Services
Consignment ID BCN-EC-0357372 Go
DHL ACTIVETRACING
"MyAcT" is offering the possibility of a self defined consignment list. Of course we will use your personal profile data only for internal purposes. More information about "MyAcT" you will find here.
Your personal data
title * Mrs. Mr.
name * John Doe
company * Demo Company
street / no. * Demostreet
postal code / city * 53113 Bonn
country * Germany
(Please contact your local support office, if your country is not in the list.)
phone * (e.g. +44-123-4567890)
fax (e.g. +44-123-4567890)
mobil (e.g. +44-171-9999999)
language * english
Branch
User ID
user name *
change password *
(at least 6 characters, containing letters and numbers)
change password (confirmation) *
* mandatory
save
delete
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Here you can change both your personal data and your password whenever needed. All fields marked with an asterisk (*) are mandatory fields. You have to repeat the new password to double-check that no typing errors are made. Changes will be active after you have pressed the “save” button.
Please note that clicking on the “delete” field only cancels all entries in the form on your computer screen, but not in the DHL system. Only after pressing the “save” button will the entries be effective in the system.

Contact

We do hope you are successful and enjoy working with our Active Tracing system. If you have any questions, feel free to contact our E-Business team.

Team Customer Interaction